

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 47 C.F.R. § 64.2009(e) CPNI Certification for 2012 covering calendar year 2011

Date Filed: February 24, 2012

Name of Companies Covered by this Certification: BridgeCom International, Inc.
TruCom Corporation

Form 499 Filer ID: 822108

Name of Signatory: Charles C. Hunter

Title of Signatory: Executive Vice President,
General Counsel & Secretary

I, Charles C. Hunter, certify that I am an officer of each of the companies named above and, acting as an agent of each of the companies, that I have personal knowledge that each of the companies has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how each of the companies' procedures ensure that each of the companies is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping and supervisory review) set forth in § 64.2001 *et seq.* of the Commission's rules.

None of the companies has taken any actions (*i.e.*, instituted a proceeding or filed a petition with either a state commission, a court or the Commission) against data brokers in the past year. None of the companies has any information to report with respect to the processes pretexters are using to attempt to access CPNI. The steps the companies have taken to protect CPNI are set forth in the statement accompanying this certification.

None of the companies has received any customer complaints in the past year concerning the unauthorized release of CPNI.

Each of the companies represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. Each of the companies also acknowledges that false statements and

misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed: _____

Charles C. Hunter

Executive Vice President, General Counsel & Secretary

BridgeCom International, Inc.

TruCom Corporation

Attachments: Accompanying Statement explaining CPNI procedures

Compliance Procedures

Set forth below is the statement of BridgeCom International, Inc. and TruCom Corporation (collectively, "BridgeCom") in support of their CPNI Certification for 2012 covering calendar year 2011 that each has established operating procedures that are adequate to ensure compliance with the rules set forth in Subpart U of Part 64 of the Commission's Rules and Regulations.

Use, Disclosure and Access to CPNI

- BridgeCom does not disclose or provide access to the customer proprietary network information ("CPNI") of its customers to any third parties other than certain vendors – *e.g.*, underlying carriers – or in response to lawful subpoenas or governmental mandates.
- Vendors who have access to the CPNI of BridgeCom's customers are subject to strict contractual confidentiality requirements.
- BridgeCom does not use its customers' CPNI in sales or marketing campaigns. In the event, however, that customers' CPNI is used in sales and marketing campaigns in the future, BridgeCom has established (i) a supervisory review process to ensure that any such sales or marketing campaign is consistent with the FCC's CPNI rules, and (ii) record keeping capability for such sales and marketing campaigns.
- BridgeCom secures from its customers at the time they contract for service with BridgeCom written authority to use the customers' CPNI in a manner consistent with Subpart U of Part 64 of the Commission's Rules and Regulation. The authorization that is obtained is set forth below:

Authorization to Use CPNI: Customer hereby authorizes Company to use and to disclose and permit access by its affiliates and partners to Customer's customer proprietary network information ("CPNI") in order to enhance Company's ability to offer products and services tailored to Customer's needs. CPNI is information that relates to the quantity, technical configuration, type, destination, and amount of use of the Services by Customer and that is made available to Company solely as a result of Company's provision of the Services to Customer. Under federal law, Company has a duty to protect Customer's CPNI and Customer has the right to prohibit certain uses of its CPNI. Although Customer's authorization to Company to use, disclose and permit access to Customer's CPNI will remain in effect until Customer affirmatively revokes such authorization, Customer may withdraw its authorization at any time simply by notifying Company in writing. Denial by Customer of authorization to use,

disclose and permit access to Customer's CPNI will not affect Company's provision of the Services to Customer.

BridgeCom maintains these authorizations for the duration of the customer's service term with BridgeCom, but in no event less than a year.

- BridgeCom has a policy of providing periodic written CPNI notices to customers.
- BridgeCom provides existing customers with the ability to change or rescind their consent to BridgeCom's use of their CPNI at time.
- BridgeCom has a system by which the status of a customer's CPNI approval can be established prior to the use or disclosure of that customer's CPNI.
- BridgeCom does not use, disclose or permit access to its customers' CPNI to identify or track customers that call competing service providers.

Safeguards Against Disclosure of CPNI to Unauthorized Parties

- BridgeCom allows online access by customers to their CPNI only by password.
- BridgeCom has also established a password system to prevent the unauthorized disclosure of call detail information over the telephone based on a customer-initiated call.
- BridgeCom does not provide call detail information over the telephone based on a customer-initiated call unless a customer provides a password. If a customer cannot provide a password, BridgeCom will send such data to the customer's address of record (physical or e-mail) or provide such data to the customer by calling the customer's telephone number of record.
- BridgeCom has established a means by which customers can change passwords that are lost or forgotten and procedures for informing customers of such changes, as well as other changes to specified account information
- BridgeCom does not maintain any retail locations.

Training and Manuals

- BridgeCom has developed and implemented training modules to ensure compliance with CPNI safeguards.
- BridgeCom has issued a formal CPNI Protection Policy which all employees are required to abide by.

- BridgeCom has appointed a CPNI compliance officer to ensure compliance with and enforcement of CPNI policies and procedures.
- BridgeCom has established a disciplinary process governing misuse of customers' CPNI.

CPNI Breaches

- BridgeCom has established procedures for the timely identification, recording and reporting to law enforcement agencies and customers of breaches of its customers' CPNI.
- BridgeCom has established procedures for maintaining records of breaches of its customers' CPNI for at least two years.
- BridgeCom has established a procedure for notifying the FCC of instances where opt-out processes do not work properly.